

March 18, 2022

# MEDICAID ALERT

**TO: CLTC and Disabilities and Special Needs In-home Service Providers**

**SUBJECT: EVV Launch for SCDDSN-operated Waivers Starts April 4; Register for Training**

Effective May 2022, South Carolina Healthy Connections Medicaid providers rendering in-home services to Healthy Connections Medicaid members participating in the three waivers operated by the South Carolina Department of Disabilities and Special Needs (SCDDSN) must use an electronic visit verification (EVV) system to capture in-home service delivery visits. The South Carolina Department of Health and Human Services (SCDHHS) has utilized an EVV since 2002 for its Community Long Term Care (CLTC) waivers. To comply with the 21st Century Cures Act, EVV usage will be extended to in-home services provided through the Community Supports (CS), Head and Spinal Cord Injury (HASCI) and Intellectual Disability and Related Disabilities (ID/RD) waivers.

Providers currently submitting paper claims for these waiver services **may begin using electronic visit capture in the EVV launch April 4**. Participating in this EVV launch gives providers and in-home workers the opportunity to learn in the EVV system before its required use. During this time, provider organizations will capture electronic visits while continuing to submit claims using the current process, allowing for hands-on training in the EVV system. **Beginning May 15, 2022, all claims must be submitted using the EVV system to receive payment for services rendered.**

Waiver	Services Utilizing EVV as of April 2022
CS	Personal Care Services Respite Care Services In-Home Support Services
HASCI	Attendant Care/Personal Assistance Respite Care Services Nursing Services
ID/RD	Adult Attendant Care Adult Companion Services Personal Care Services Respite Care Services Nursing Services

With EVV, every visit is recorded, validated and submitted at the time of the service – making it easier for workers to be paid on time and ensuring members receive authorized care. By validating encounter data at the point of service, EVV allows for a paperless operation, reducing administrative costs and increasing

efficiency. EVV makes logging and submitting in-home member visits for payment simple, quick and secure.

Training will be provided for individuals in organizations who will need to interface with the EVV solution. The instructor-led virtual training teaches providers how to use the AuthentiCare web portal for claims, scheduling, visit maintenance, reports, onboarding workers and system monitoring. To receive AuthentiCare web portal credentials, providers must attend training.

EVV Provider Launch Training	
Monday, March 21, 1-4 p.m.	<a href="#">Register</a>
Wednesday, March 23, 1-4 p.m.	<a href="#">Register</a>
Friday, March 25, 9 a.m.-noon	<a href="#">Register</a>
Tuesday, March 29, 9 a.m.-noon	<a href="#">Register</a>

For more information and to sign up for training, please visit SCDHHS' [EVV site](#). To ensure a smooth transition, SCDHHS and SCDDSN teams will assist provider organizations with training and support before and during this EVV launch. Again, the EVV launch begins April 4, 2022.

During the first week of the EVV launch, April 4-8, 2022, providers may call (803) 454-9985 (conference ID: 688334222) any time between 9 a.m.-5 p.m. for support and to deliver feedback.

For more information and additional resources, please visit <https://msp.scdhhs.gov/rmmis/site-page/evv>.

SCDHHS and SCDDSN look forward to working together with providers in transitioning DDSN-operated waiver services to the EVV.

Thank you for your continued support of the South Carolina Healthy Connections Medicaid program.